

ADMINISTRATIVE SUPERVISOR

DEFINITION

Under the direction of a Department Director, performs a variety of highly responsible and complex clerical and administrative support duties; provides assistance in the analysis and implementation of programs; conducts moderately complex analyses of various department activities and assigns and reviews the work of assigned clerical personnel.

DISTINGUISHING CHARACTERISTICS

The Administrative Supervisor is a supervisory classification that provides high level administrative support to a Department Director and oversees assigned clerical personnel. This position differs from the lower level clerical classifications in that the work performed involves greater discretion and independence, and entails greater supervisory responsibility.

SUPERVISION RECEIVED

Receives direct supervision from the Department Director; may receive direction from other assigned management personnel.

SUPERVISION EXERCISED

Exercises direct supervision over assigned clerical personnel.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

Performs a wide variety of complex, responsible, and confidential administrative duties for management personnel, including the Executive Team.

Provides primary oversight and file program administration for department-wide filing systems, including maintenance and compliance with the City's retention schedules.

Oversees filing systems and develops department standard operating procedures to ensure compliance with all applicable local, state and federal laws.

Performs various administrative projects; researches and compiles background data; maintains records and files regarding department administrative activities.

Screens calls, visitors and mail; respond to routine and moderately complex requests for information.

ESSENTIAL DUTIES (continued):

Interprets and explains City and department policies, rules, and regulations in response to inquiries; refers inquiries as appropriate.

Independently responds to letters and general correspondence not requiring the attention or oversight of management personnel.

Coordinates and makes travel arrangements; maintains appointment schedules and calendars; schedules and makes arrangements for special events, meetings and conferences.

Performs accounting functions related to ordering supplies, equipment and services and payment of invoices, including development of special invoices as necessary.

Maintains time and attendance records, personnel files and records for management personnel.

Oversees personnel action workflow to ensure timely approval; may be required to process personnel actions as needed.

Orders and purchases supplies for the department.

Participates and assists in the administration of a department budget; may prepare budget reports, compile annual budget requests, and recommend expenditure requests for designated accounts.

Researches, compiles, and analyzes data for special projects and various reports.

May assist in the support of a board or commission including preparing the agenda, assembling background materials, and typing minutes of meetings as assigned.

Plans, assigns and reviews the work of assigned clerical personnel.

Reviews, edits, and finalizes agenda reports for City Council, boards, committees, and commissions, including maintaining and updating submittals to Agenda Manager.

Recommends organization or procedural changes affecting clerical activities.

Performs related duties as assigned.

Positions assigned to the Hayward Police Department include the following additional duties:

Provides clerical and administrative support to Internal Affairs personnel.

Assists Department Director with the scheduling and preparation of confidential meetings including Skelly hearings and Internal Affairs dispositions.

ESSENTIAL DUTIES (continued):

Positions assigned to the Hayward Police Department include the following additional duties (continued):

Inputs and maintains confidential personnel information in software programs used by Internal Affairs.

Prepares correspondence and maintains records related to personnel approved for purchasing secondary and/or assault weapons.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar, and punctuation.

Modern office methods, procedures, and computer equipment.

Business letter writing.

Pertinent city government organization, functions, policies, rules and regulations.

Principles and practices of assigning and reviewing the work of others, including conducting performance evaluations.

Ability to:

Understand the organization and operation of the City as related to interaction with outside agencies.

Communicate clearly and concisely, both orally and in writing.

Compose general correspondence and letters.

Interpret and apply administrative and departmental policies and regulations.

Operate modern office equipment.

Analyze situations carefully and adopt effective courses of action.

Plan, organize and schedule priorities in an office environment.

Compile and maintain complex and extensive records and prepare reports.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Establish and maintain effective working relationships.

Train and evaluate assigned clerical personnel.

Plan and coordinate department events.

Work flexible hours including evenings and weekends as necessary.

Type accurately at a speed of at least 50 words per minute.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two (2) years of journey level experience performing increasingly responsible, clerical and administrative duties involving frequent public contact. Supervisory experience highly desirable.

Education: Equivalent to the completion of the twelfth (12th) grade. Training or certification in business, management, or administration highly desirable.

Licenses and Certifications: Possession and maintenance of a valid California Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 25 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodations. Positions assigned to the Hayward Police Department are subject to a comprehensive background investigation.

PROBATIONARY PERIOD: One (1) Year

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Administrative Supervisor
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May 1990
Revised: July 2012
Revised June 2015
AAP GROUP: 16
FPPC STATUS: Non-Designated
FLSA STATUS: Exempt